

## CHARLECOTES

### Original Oak Flooring

Unit 5 The Bluestone Centre

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## TERMS AND CONDITIONS OF SUPPLY FOR PRE-FINISHED ENGINEERED AND SOLID WOOD FLOORING

### Who are we:

We are an online wood flooring retailer with 1500sq ft of showrooms open to Trade and Public, Unit 5, The Bluestone Centre, Sunrise Way, Solstice Park, Amesbury, Wiltshire. SP4 7QA. T: 01980 625857 / 623829 who operate and maintain the website [www.originaloakflooring.com](http://www.originaloakflooring.com), VAT number: 113-1427-65.

### General:

1.1 - No Minors under the age of 18 years old can order through our site without the consent from a parent or guardian.

1.2 - No contract for the sale of any of our products sold on [www.originaloakflooring.com](http://www.originaloakflooring.com) will subsist until we confirm the goods are in stock and have been dispatched. This will be confirmed via an email confirmation.

1.3 - If an error is discovered in the price of the goods ordered, a member of our team would inform you at the earliest opportunity. If the error is discovered prior to [www.originaloakflooring.com](http://www.originaloakflooring.com) dispatching your order / goods we will contact you immediately and refund the order in full.

1.4 - When a confirmation email is received you must check the details on the email are correct and to your satisfaction. It is advised you print this confirmation out so you have copy for your records. If any errors appear we will need notifying prior to dispatching the order / goods, as costs may incur.

1.5 - When using [www.originaloakflooring.com](http://www.originaloakflooring.com) you must have a unique email address. You agree that as a primary form of correspondence, your email can be used as a long distance means of communication. Any notices made via email satisfy any legal requirements that such notices to be made in writing.

1.6 - To reduce fraudulent activity and to ensure your payment cards are not being used without your consent, we may ask you to validate your name, address and any other personal information supplied by you during the order process. We will then cross reference this against third party databases including registered fraud prevention and credit agencies. By accepting these terms you allow such checks to be made.

### Delivery Policy:

2.1 - We offer Standard Delivery within 2-3 working days depending on stock availability.

2.2 – Delivery is free to most areas of the UK on order values over £2000.00.

2.3 – Delivery is charged between £50 - £100 (depending on location) on orders under the value of £2000.00

2.4 - Deliveries will be carried out between the hours of 08:00 and 18:00.

2.5 - Deliveries are made kerb side by a third party delivery company. The delivery driver is not under any obligation to move products into your premises. Bespoke Orders will be arranged by Charlecotes Original Oak Flooring to include this service prior to delivery with either the Client / Purchaser or Site Agent.

2.6 - Every effort is made to ensure that your order is delivered to you in the same perfect condition as it left our warehouse. You are responsible for inspecting the order / product upon receipt, and you must sign for the goods as damaged if this has occurred. We are under no obligation to replace items if they have not been signed for as damaged.

2.6.1 - As deliveries are carried out by a third party, Charlecotes Original Oak Flooring accept no liability for any damage to property, including but not restricted to driveways, paths, flowerbeds, verges or garages. In the highly unlikely scenario where damage of this nature does occur, please contact us and we will advise of which delivery company you should raise a claim against.

2.6.2 - In case of any narrow roads, streets or tracks, please make us aware of this when ordering so that we can send the appropriate vehicle.

2.7 - We accept no liability for costs incurred by late deliveries, and therefore we are not required to reimburse you for costs caused by prematurely booking trades people such as floor fitters, joiners and carpenters. We strongly advise that you only book any such tradesperson once your goods have arrived on site.

2.8 - If the third party delivery company is unable to deliver your goods due to nobody being at the delivery address premises, you will be liable for a further delivery fee, which is set by the delivery company. Where we possibly can, we will endeavour to provide you with an ETA.

2.9 - We cannot guarantee that your order will arrive in one shipment, due to products occasionally coming from different warehouses. In these rare instances, we ask for your patience as your complete order will be with you on the day specified, unless you have been otherwise informed.

2.10 - Once you, the Customer have received goods they are your full responsibility from this point onwards unless they are returned to us and signed by a member of staff. As they are your responsibility, you are liable for any potential damage or loss to the goods whilst in your possession with no exceptions.

2.11 – The vast majority of our pre-finished wood flooring products are held, we import some products directly from Europe, and so in this case there is a significantly longer lead time. We encourage you to Contact Us in the first instance before placing your order to ensure enough stock of what you require is available. It could take up to 14 days to get your order to you but we would confirm this when you contact us.

## Returns and Cancellations:

We are sure you will be delighted with the wood flooring products / goods you purchase from us, as we pride ourselves on offering an exceptional service and products. You are welcome to visit the showrooms before ordering to view large floor samples. In the unlikely event of you wanting to return and cancel your order here are following terms:

3.1 - You are entitled to cancel the contract at any time but no later than 28 days after you receive the goods in accordance with the Consumer Contracts Regulations 2013 for sales on or after 13<sup>th</sup> June 2014. This does not apply to any Bespoke Wood Flooring products, which are specifically produced to your desired specifications, including products, which may require cutting to size.

3.2 - If the goods purchased have not yet been dispatched we will issue the cardholder a refund within 5 working days from receipt of the refund request.

3.3 - If the goods have already been dispatched or you have already taken delivery, you must follow our procedure by contacting us via email. We will provide you with full details on where and how to return your goods back to us. You must ensure that the goods are wrapped and packaged securely to protect from any damage which may occur. We reserve the right to charge for any damage which has occurred during transit back to our Showrooms. Opened packs cannot be returned except if there is a fault / damage. We will examine all goods once they have been returned to us.

3.4 - The condition and safe keeping of all products are your responsibility once you have signed and accepted a delivery. If you wish to return the goods to us for any reason, the products will remain your responsibility until the point they are signed for as arriving back in our possession by a member of staff.

3.5 - You are responsible for any costs incurred in returning the goods back to us.

3.6 - If the ordered goods have been dispatched from our warehouse but not yet delivered, we will refund the order less any delivery expenses incurred.

3.7 - Unfortunately certain types of products and brands cannot be returned or the order itself cancelled once the goods have been dispatched from our warehouse. This applies to the following brands, all Bespoke Wood Flooring products.

3.8 – A restocking charge of 20% will be levied on all returned items.

## Damaged/Defective Goods:

When packaging and dispatching our goods we take extra care in protecting the product, so in the unlikely event of any goods arriving damaged please see the terms below:

4.1 - If you receive any goods, which are damaged, or defective we shall make good and replace and repair any damaged or defective goods or alternatively refund the amount paid providing the damage is noted on the courier documentation at the time of delivery.

4.2 - When receiving delivery of your goods it is very important you check and sign for your delivery on arrival. We cannot be held responsible for any missing or damaged goods once the delivery has been signed for, we strongly recommend you take great care inspecting the goods prior to signing.

4.3 - Prior to installation, the installer / owner has final inspection responsibility as to grade, manufacture and factory finish. The installer must use reasonable selectivity and hold out or cut off pieces with deficiencies. Installation of goods is an acceptance of goods and once this has commenced Charlecotes Original Oak Flooring cannot accept any liability for installed goods.

## Sample Service:

5.1 - Our samples are taken at random from our current stock allowing us to offer a true representation. We do not change or enhance the samples in any way to give any false reflection. We invite you to visit our showrooms to view large wood flooring panels.

5.2 - Samples will not be identical as natural wood products offer natural variation, which adds to the beauty of the product.

5.3 - Sample sizes may vary, however we try sending them as large as possible, to give the customer a more accurate resemblance. We do offer to produce large sample panels to include full length planks at cost, which is deductible on placing an order.

5.4 - All samples are dispatched within 48 hours subject to stock, in the event of a sample being out of stock, we will then place this on back order and update you by email or telephone.

## Payment:

6.1 - The buyer must pay 100% in full to seller before the goods are dispatched.

6.2 - Payments are accepted by the following payment methods: Visa, MasterCard, Visa Debit, PayPal, cheque and bank transfer.

6.3 - Payments will be processed at the time of order. If the payment declines the order will be void, until the payment has been approved.

6.4 - We are not liable for any bank charges or processing fees (such as overdraft charges) incurred as a result of purchasing from us.

6.5 - We do not store any buyers' payment details.

## Copyright:

7.1 - By accessing the website [www.originaloakflooring.com](http://www.originaloakflooring.com), all designs, text and graphics are copyright to Charlecotes Original Oak Flooring.

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